

# **U.S. Pretrial Services Agency Central District of California**

## ***Fiscal Year 2003 Annual Report***

***October 1, 2002 - September 30, 2003***

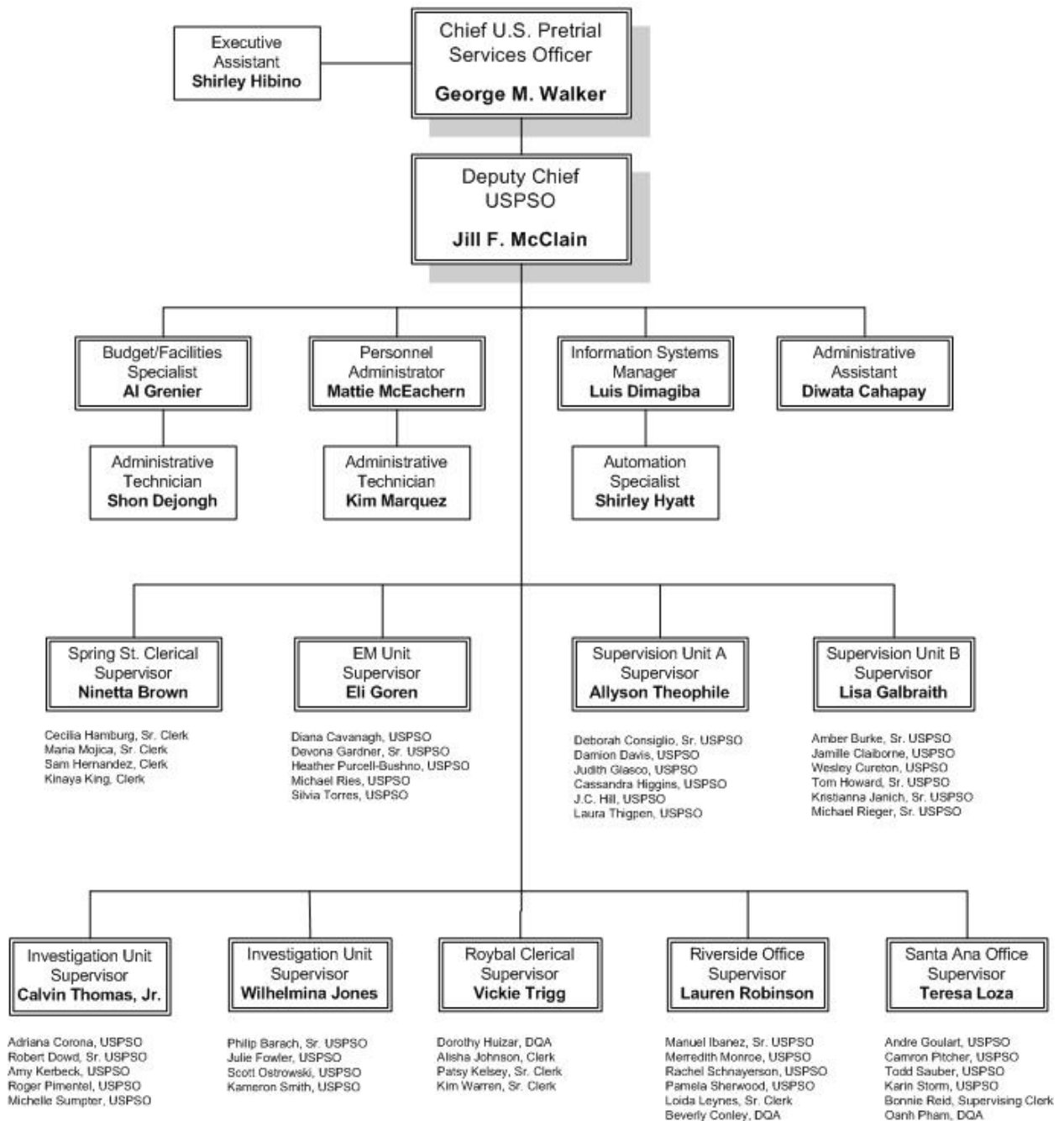


**December 11, 2003**

**Prepared for the Administrative Office of the United States Courts  
by George M. Walker, Chief U.S. Pretrial Services Officer**

# U.S. Pretrial Services Central District of California

as of September 2003



**U.S. Pretrial Services Agency  
Central District of California  
FY 2003 Annual Report**

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## MISSION STATEMENT

The Pretrial Services Office in the Central District of California is dedicated to conducting impartial bail investigations in an effort to minimize pretrial detention, and is committed to implementing comprehensive supervision strategies to enhance community safety and reduce nonappearance.

### **To Those We Serve We Are Committed To The Following Guiding Principles:**

***High Standards:*** Striving to provide the highest quality products thorough investigations, accurate and timely reports, and leading the way in community supervision and safety.

***Integrity:*** Maintaining the highest level of respect, professionalism, accountability, and ethics.

***Training:*** Providing progressive training to all staff to meet future challenges of the changing environment.

## VISION

We will at all times aspire to be the national leader in Federal Pretrial Services.

U.S. Pretrial Services Agency  
Central District of California  
312 N. Spring Street, Suite 754  
Los Angeles, CA 90012

Federal Courts Intranet Site:  
<http://156.131.23.226/>

Internet Website:  
[www.cacpt.uscourts.gov](http://www.cacpt.uscourts.gov)

## Chief's Summary

*by George M. Walker, Chief U.S. Pretrial Services Officer*

The U.S. Pretrial Services Agency for the Central District of California experienced a fiscal year that presented us with workload challenges made even more challenging due to nationally imposed budget constraints.



While we had continued growth in workload, we experienced a 6% cut in salary funding, as well as a 33% reduction in budget for most other operational expenses. In response to the budget reduction challenges, we developed a local case classification and workload measurement system which would continue to allow us to meet our workload responsibilities, but with fewer staff.

Of special note, I would like to recognize the excellent work performed by our very motivated and committed staff of professionals. Without their hard work and commitment to excellence, we would not accomplish our continuing high level of service to the courts, defendants, and our community.

With responsibility for covering 7 counties that span more than 39,900 square miles and are comprised of a diverse population of more than 17 million citizens, we take great pride in being the third largest separate pretrial services agency in the nation with regard to staffing, and the second largest agency with regard to the number of cases supervised.

## Workload

While there was little change this year in the number of cases received for investigation and supervision, our workload still significantly increased because we received more complex cases for supervision. The number of defendants with an electronic monitoring condition increased sharply by 35.5%, while those with home confinement conditions increased by 33.7%. Defendants ordered to undergo regular drug testing (urinalysis) increased by 22.5%, and defendants with drug treatment orders increased by 14.5%. The number of defendants ordered to undergo Mental Health-related treatment increased by 33.7%.

On a positive note, even in the face of greater overall workload, we had a 30% decrease in fugitives and a 52.7% decrease in pretrial violation hearings (the lowest such number in the last five years).

We specially recognize our Investigation Unit and our Electronic Monitoring Unit for the very large strides they made during this year in meeting their growing challenges, in showing creativity and innovation, and in helping out wherever/whenever needed. Also, we congratulate and thank the officers of our Supervision Units for their flexibility in taking on

additional workload at times and also helping out wherever needed. Of course, we greatly value the excellent work by our Santa Ana and Riverside branch offices, whose officers and support staff “do it all” on a daily basis, and often traveled to our L.A. office to help when needed.

## Unit and Divisional Office Reports

### Headquarters Supervision Unit A

*by Allyson Theophile, Supervising USPSO*



For FY2003, our unit was comprised of six Pretrial Services Officers: Deborah Consiglio, Damion Davis, Judith Glasco, Jiar Hill, Cassandra Higgins, and Laura Thigpen. The officers monitor defendants' compliance with bond conditions and are also responsible for conducting bail investigations when the need arises.

Our Material Witness Program Specialist, Senior USPSO Deborah Consiglio supervised most of the “released” material witness cases. She continued to develop the material witness program and worked diligently to develop a relationship with the newly formed Bureau of Immigration and Customs Enforcement (BICE). Additionally, Sr. USPSO Consiglio continued to collect clothing from staff and friends to use for indigent material witnesses.

USPSO Jiar Hill was selected as a member of a newly developed sex offender coordination team, comprised of representatives from each of our four offices. Other members include: USPSO Merredith Monroe (Riverside), USPSO Roger Pimentel (Roybal Investigations), and USPSO Camron Pitcher (Santa Ana). USPSO Hill, along with the other member of the sex offender team, drafted written guidelines for monitoring defendants' computers (Computer Monitoring Policy/Protocol & Agreement). This specialized monitoring addresses the court ordered condition for those defendants who have been charged in federal court with a sex-related offense and/or those who have a prior criminal history that includes sex-related offenses. This type of monitoring utilizes specialized computer software for capturing and reporting a defendant's access to pornographic material on the Internet, inappropriate participation in chat room conversations, email, and more.

The sex offender team also began work on an informational pamphlet for defendants concerning sex offender registration requirements for the State of California. The team attends monthly meetings hosted by the California State Parole Department.

USPSO Cassandra Higgins, one of the newer officers to our unit, assisted our agency with her extensive knowledge and experience with child abuse and domestic violence issues. USPSO Higgins discussed the issues of child abuse and domestic violence in an April news



article featured in the Orange County Register entitled, *Resisting Domestic Violence*. USPSO Higgins continues to accumulate training material covering child abuse and domestic violence, with the intent to provide our agency with additional training in this area.

Each day of the last fiscal year seemed to bring a new challenge to our staff. Increased workload and reduced staff due to budgetary constraints challenged our unit and our agency to look at different methods of accomplishing the same task. We consistently rise to the challenge, and we continue to maintain a positive attitude and a professional demeanor. We strive to continue to provide our courts and defendants with excellent service. And, we typically manage to do this with good humor and a smile.

### **Headquarters Supervision Unit B**

*by Lisa Galbraith, Supervising USPSO*



During Fiscal Year 2003, Sr. USPSO Val T. “Tom” Howard joined our unit. We welcomed him with open arms. Tom has served our agency faithfully for the past fifteen and a half years. He handles Post-Indictment Arraignment (PIA) matters, Summons functions, and Courtesy intakes. During the fiscal year, he processed 571 Courtesy supervision requests. He conducted numerous summons interviews, generally averaging five per week. He is an encyclopedia of knowledge and a most friendly face for the many who work with him at Post Indictment Arraignments.

Our unit primarily consists of program and offender specialists in the fields of Mental Health Treatment and Services, Community Information and Coordination Program, and Drug and Alcohol Treatment Services.

Sr. USPSO Michael Rieger serves as our Mental Health Specialist, overseeing our mental health contracts and services. Mike took an avid role in ensuring that both defendants and our officers were constantly aware of available counseling, medication, and related resources.

Sr. USPSO Kristianna Janich serves as our Community Information and Coordination Specialist. As our Community Information and Coordination Specialist, Kristianna continued to complete and maintain brochures covering a number of Pretrial Services programs, services and more. She also continued to meet with local law enforcement in an effort to keep our staff updated on safety issues in our district. Also, as a result of increased security in courthouse, Kristianna developed an identification letter, with photo, that allows defendants under our supervision access to the courthouse if they lack a government-issued picture I.D.

Sr. USPSO Amber Michaelis continued to serve as our Drug and Alcohol Treatment Specialist (DATS). She was promoted to Senior Officer status in March 2003. Due to her

diligence, our agency's defendant co-pay collections attained the highest level since the inception of the DATS position at Pretrial Services. Her success was recognized at our annual retreat where she was granted an Improvement/Innovation award. She was also granted an Improvement/Innovation award for serving as a co-chair on the Alternative Work Schedule (AWS) policy committee.

Amber was responsible for creating what we now refer to as our "Urine Collection Office." In this area, officers can speak with defendants candidly about drug use, process lab specimens accordingly, access supplies, refer to drug use charts, and access other available information more easily. Additionally, Amber attended a two week Spanish Immersion training program in Wyoming in June 2003. She was granted a Bilingual award at our annual retreat. Amber is an exceptional officer and each year she continues to enhance our agency with her service.

USPSO Wesley Cureton has successfully managed an administrative (bank) caseload of upwards of 200 defendants since the caseload was created only a year ago. The number of cases he supervised this past year gradually increased as expected. Because these cases require little or no traditional supervision, our goal for the upcoming year is to continue trying new approaches that ensure accountability and community safety while increasing the number of defendants assigned to the case load.

USPSO Jamille Claiborne completed her first year of service with Pretrial Services in May of 2003. This past year, Jamille has worked with our Education and Employment Specialist (EES) on developing a new internship program for our agency. One of the most significant changes for Jamille during the past year was the institution of partners in our office. She was paired with our DATS Officer, and she considered this a privilege. We appreciate her willingness to assist whenever necessary, and without hesitation.

Our Alternative Work schedule helps staff in being more productive while potentially allowing them to achieve a better quality of life. Our Alternative Work schedules have allowed staff to work their required 80 hour pay period using different types of work weeks other than the traditional work schedule: Flex Time and Compressed Time. Since the implementation of the AWS, staff have reported that they are able to complete more job related tasks during the course of their day such as criminal record checks, case chronos, telephone calls, filing, openings/closings, etc.

I would like to extend my thanks and appreciation to Mike, Tom, Kristianna, Amber, Wesley, and Jamille. They are professional, accountable, and hard working. Each is respected for the integrity he/she has displayed as an officer.

Hard work spotlights the character of people. During the past fiscal year, these officers continued to get the job done. They covered for each other and assisted other units as



necessary. They are admired for the differences they continue to make in the lives of others because of their hard work and dedication.

### **Headquarters Electronic Monitoring Unit**

*by Eli Goren, Supervising USPSO*



In Fiscal Year 2003, officers from the Electronic Monitoring Unit continued to handle an increase in their workload. In 2001, the court ordered 154 defendants to be supervised under electronic monitoring. In 2002, the number grew to 231 and in 2003, 313 cases were ordered onto electronic monitoring.

We utilize the most state of the art technology in our supervision. Our primary equipment uses Global Positioning Satellites for tracking defendants and their whereabouts. We feel that our judges have become more comfortable and trusting in our technology, thus the continuing increase in our workload.

Our unit works very hard, not just in supervising the defendants, but in ensuring other areas of defendant accountability are monitored. For example, our unit collected \$17, 435 in co-payments from defendants. It is our goal to double this amount for the next fiscal year, if not more.

I want to thank my hardworking staff of five officers for the multitude of work they do every day, given constant inquiries by defendants, equipment challenges, vendor problems, last minute defendant hook-ups and court-ordered transports, and more. Great job to USPSO Mike Ries, USPSO Diana Cavanagh, USPSO Silvia Torres, USPSO Heather Purcell, and Sr. USPSO Devona Gardner.

### **Pretrial Services Search Team**

From October 2002 to September 2003, Pretrial Services Officers, in conjunction with the U.S. Marshal's Service and federal/local law enforcement agencies, conducted 13 searches in accordance with the court's order. The following results of one of these searches is worth noting:

- A search of a defendant's home, conducted on January 7, 2003, revealed that the defendant, awaiting sentencing for Sexual Abuse of a minor child, had provided false testimony to the court regarding his true identity and citizenship. Based on a birth certificate found during the search, the pretrial services officer assigned the case conducted an investigation and discovered that the defendant was, in fact, an undocumented alien who was using a former friend's identity. The court was informed of the situation and the defendant was returned to custody. Additional charges were filed.

### **Headquarters Clerical Unit**

*by Ninetta Brown, Supervising Clerk*



In Fiscal Year 2002, the clerical unit at Headquarters fluctuated at times with shortage of staff due to medical leave. However, even in the face of reducing staff, our committed unit rose to the occasion. Whether it was processing mail for the Headquarters and Roybal offices, filling supply orders for all U. S. Pretrial Offices in the CAC, covering the front desk, typing court memorandums, running record checks, and more, our staff managed to get the work done.

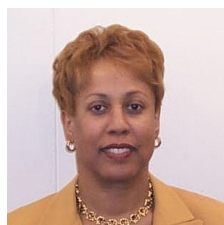
Congratulations to Sr. Clerk Cecilia Hamburg for receiving this year's Support Staff of the Year Award! Ms. Hamburg was also selected to be a member of the Data Quality Analyst Team (DQA) for the Headquarters Office in January of 2003.

Special thanks to Sr. Clerk Maria Mojica who has been acting as our Government Vehicle Coordinator during Cecilia's recent absence. She has done an outstanding job! Many thanks, too, to Clerks Kinaya King and Sam Hernandez for their excellent teamwork, flexibility, hard work and dependability.

Thanks to all my staff for their excellent commitment and dedication to getting the work done.

### **Roybal Investigation Unit**

*by Wilhelmina Jones, Co-Supervising USPSO*



The conclusion of this fiscal year marked the third year that Investigations has been in operation in the Roybal building. This physical change has clearly made a significant impact in our ability to produce bail reports in a more timely and efficient manner. The cooperation of the U.S. Marshals Service and their efforts to allow us access to defendants, without undue delay whenever possible, has greatly helped in our efforts to improve on efficiency.

We began the fiscal year with 5 officers in the unit. Sr. USPSO Philip Barach, USPSO Julie Fowler, USPSO Kameron Smith, and USPSO Scott Ostrowski remained throughout the entire fiscal year. All of these officers have been complimented by various Magistrates for their ability to provide excellent assistance to the court especially when acting as Court Officer. They have all gone above and beyond at various times in wanting to help the court set an appropriate bond and conditions. This has included additional research on bail matters, placement of defendants at treatment facilities, providing the court essential information regarding a defendant's psychiatric history, and other instances.

Throughout this fiscal year, the Investigations Unit, the Supervision Units, and our Support Staff Units were all involved in a number of large scale arrests. We continued to interview defendants at locations designated as processing centers in an effort to expedite getting reports to arraignment court. We are very gratified that agencies such as the Drug Enforcement Administration, Federal Bureau of Investigation, and the U.S. Marshals Service have worked so cooperatively and diligently with us in these large scale arrests. The U.S. Attorney's office, the Court's Interpreters Office, and the Clerk's Office Criminal Window have all been extremely helpful in times of heavy intake due to these large scale arrests. Duty Magistrates have all worked with us, in trusting that we were getting the reports to court as quickly as possible. We look forward to continuing this successful joint effort with our court family.

As the Pretrial Services Diversion Coordinator, I noticed a significant reduction in referrals from the U.S. Attorney's office for this fiscal year. There were approximately 10 referrals instead of the 15 to 20 we normally receive. Investigation and Supervision officers are involved in the completion of Diversion reports for the court. Supervision officers continue to supervise defendants until their period of diversion has been completed. In conclusion, great service to the court is our goal and we continue to make every effort to succeed.

### **Roybal Investigation Unit**

*by Calvin Thomas, Jr., Co-Supervising USPSO*



This past fiscal year for the Investigations Unit was marked by a series of challenges and successes, professional growth and maturity of officer staff, and a circuit judicial decision that greatly impacted our role in assessing certain types of cases.

During the 2002-2003 fiscal year, I supervised a sub-unit of the Investigations Unit which was comprised of 5 officers, all of whom I consider to be highly skilled and talented and a great group of team players. All of the officers are line officers and bring with them experiences and skills that are valued and serve Pretrial Services and the court extremely well. One of these officers is a specialist whose title for much of the year was Alternatives to Detention Specialist. The primary focus of that position involved the officer remaining as informed as possible about electronic monitoring matters and serving as the "in-house guru" who would communicate certain electronic monitoring information to the Court, assistant United States attorneys, federal public defenders, etc., whenever needed. His position was eventually reclassified to Program Coordinator, and he is now challenged with increasing his knowledge of other alternative to detention processes.

In August 2002, the Investigations Unit was presented with the arduous task of typing bail reports to streamline our efforts, with the expectation that this practice would become the

standard for all officers, and that clerical would be used for typing purposes when necessary. While this was viewed as a form of change that would possibly add to the officers' workload, the officers that were initially asked to participate in the "pilot project" received this challenge very positively. As was noted in last year's fiscal report, this project began with three officers: Adriana Corona, Amy Kerbeck and Michelle Sumpter. After approximately 6 months, other officers were gradually introduced into the project and today all of the officers are typing their own reports in some form or other. Of course, given the varying levels of typing abilities, some officers are typing more frequently and more proficiently than others, but the goal is to have every officer performing at or near the same level. I credit success of this transition to the officers' willingness to accept this challenge and remain committed to seeing the project succeed.

Beginning in March 2003, our investigators began performing supervision Duty Officer responsibilities at Headquarters. A good deal of that time was spent re-familiarizing some of the more experienced officers with the day-to-day activities of supervision officers. For others it was an opportunity to gain experience in areas they had not yet received. Perhaps the most positive aspect of this change was that investigators, much like supervision officers do on an ongoing basis for the Investigations Unit, were able to contribute to the agency's success in a completely different way, which no doubt fostered a greater sense of camaraderie amongst the officers. Unfortunately, though, eventual staffing shortages in the Investigations Unit caused our assistance to cease in June 2003.

Unlike the previous fiscal year, the newer officers in my sub-unit are no longer "new" and are considered very skilled professionals, as are their more experienced colleagues. Each officer from the unit continues to demonstrate very high levels of intelligence, dedication, teamwork, and a commitment to their personal growth and success, as well as the overall success of the agency.

On January 14, 2003, USPSO Roger Pimentel received an appointment as the District 4 Representative for the Board of Supervisors County of Ventura Alcohol and Drug Advisory Commission. This board serves as a citizen advisory board which is dedicated to the task of monitoring compliance of alcohol and drug programs throughout Ventura County and ensuring that those seeking professional help are afforded the necessary resources to be successful.

In addition, Roger was one of four officers selected to serve on new pretrial team whose mission includes, but is not limited to, helping protect the community from defendants charged with sex-related offenses by monitoring computer-related conditions, participating in training on an ongoing basis, educating staff on recent developments, creating policy and establishing certain procedures and protocols, if possible, assisting defendants with getting help for any sexual addictions, ensuring sex offenders are properly registered with the state, etc. Roger has played an integral role with the team's development and I'm confident the

team will be a credit to the agency.

Our Senior USPSO, Robert Dowd, participated in the Probation and Pretrial Services Ad Hoc Home Confinement Working Group. The group was convened to make revisions to chapters three and four of Monograph 113, The Federal Home Confinement Program for Defendants and Offenders. Their efforts resulted in changes to Monograph 113, and these revisions will enable personnel to conduct training and provide technical assistance for officers involved with electronic monitoring. He was recognized for his participation in this group in the News and Views edition, September 20, 2002.

Recognizing her need to gain much supervision experience, USPSO Adriana Corona volunteered and was selected in December 2002 to serve a one-month tour of duty in the headquarters supervision unit, which took place in January 2003. During that time, she supervised a routine supervision caseload, conducted home visits, conducted transports to contract facilities and increased her knowledge of certain drug testing procedures. The experience added greatly to her overall knowledge and development as an officer, and it helped her develop an even greater appreciation for the duties of the Supervision Unit. Adriana did an outstanding job and was viewed by the supervision officers, as she is in this unit, as a very good team player.

In the Spring of 2003, USPSOs Amy Kerbeck and Roger Pimantel were selected to become members of the newly developed Critical Incident Stress Management team for our agency. The group was assembled to help staff members cope with stress associated with catastrophic events such as the fires that recently ravaged parts of the San Bernardino and Los Angeles County areas. Presently, the group is working on a policy which will define when the team should be activated.

Last, but certainly not least, USPSO Michelle Sumpter, in seeking to become a more informed professional, enrolled in Los Angeles Trade Technical College to receive specialized training in Governmental Supervision. She has received, and will continue to receive, a great deal of information from courses that will undoubtedly benefit her career as well as enhance her service to our agency.

These are but a few examples of the activities and duties the officers either have or are currently engaged in to help themselves develop and mature professionally and maintain a positive image for the agency. The approaches they've taken are clear indications of their willingness to "go above and beyond" to not only be successful in their careers, but for some, to have an impact on the lives of others as well.

Perhaps the crowning achievement for the Investigations Unit was when was USPSO Michelle Sumpter was recognized as the the 2002-03 United States Pretrial Services Officer of the Year for our agency. During the past fiscal year, Michelle consistently demonstrated a

level of hard work, efficiency, and teamwork that was unmatched. On varying levels she routinely provided assistance to many of her colleagues, she volunteered to provide training for some, and she oftentimes helped oversee the day-to-day operations of the Investigation Unit. Efforts such as these and several others not mentioned resulted in Michelle receiving this award.

Individual achievements and strides toward professional growth are definitely noteworthy, but it's performing the daily routine activities that makes this group all the more special. Working in the Investigations Unit is very demanding and it takes a certain mind-set to endure the day-to-day pressures associated with this assignment. There's the demand to perform well in court, the demand to investigate and submit a number of bail reports in a timely manner-sometimes unfortunate timing results in the demand for an officer to provide an oral report in court; there's the demand to open and close cases in a timely manner, and a host of other demands. While it's their job, they respond very positively to these demands and challenges and what's even more commendable is how they go about helping one another succeed each day. From covering assignments for one another, especially during times of maternity and paternity leave, to taking last minute cases for other officers, they continually demonstrate that they are willing to help their fellow coworkers and that they are willing to perform at very high levels to continue the agency's mission.

In September 2003, a significant change occurred in the way we assess felon in possession of firearm cases when the Ninth Circuit Court of Appeals ruled that such offenses are not considered crimes of violence. Based on that decision, we are no longer able to recommend detention on the sole basis of danger to the community, even though a defendant's criminal history may suggest he/she is an ongoing danger to the community. While we have taken this decision in stride, we continue to work as professionals to diligently meet the needs of the Court and ensure the safety of persons in the community.

In closing, I would like to thank not just the officers from the Investigations Unit for their hard work, dedication and team play, but I'd also like to extend a special note of gratitude to everyone (administrators, headquarters supervision officers, branch office supervision officers, and clerical staff) who've played a very active role in ensuring the continued success of the Investigations Unit.

### **Roybal Investigation Clerical Unit**

*by Vickie Harris, Supervising Clerk*



For FY2003, our team remained unchanged. The members are:

Vickie Ann (Harris) Trigg – Supervisor  
Dorothy Huizar – Data Quality Analyst  
Alisha Johnson – Clerk



Patsy Kelsey – Senior Clerk  
Kim Warren – Senior Clerk

FY2003 was met with challenges of budgetary reductions, changes in task-related responsibilities, and growth.

**Challenges:** With varying notifications of pending budgetary challenges, FY2003 proved to be the year of “doing more with less.” Cutbacks, reduction in staff, and overall personnel changes called upon each member to contribute more in accomplishing and maintaining our goal.

**Changes:** Although support staff personnel at Roybal remained constant in FY2003, their varying tasks underwent change. With the implementation of officers typing many of their own reports, support staff members were able to center their efforts on processing case files. Each was also instrumental in assisting officers during this period of transition. In addition, they often assisted the Officer of the Day either as backup or in Intake (logging arrests) and providing “support” wherever needed, including at our Headquarters Office.

**Team Efforts:** FY2003 saw at least 12 multi-defendant / large-scale arrests. Of these multi-defendant cases, the largest took place on July 24, 2003, by DEA and involved the arrest and processing of more than 30 defendants. In each instance, through the coordinated efforts of SUSPSO Wilhelmina Jones in concert with SUSPSO Calvin Thomas, and the many who volunteered from the Headquarters and divisional offices to assist in the day’s activities and the ever-present members of our support team, Pretrial met the challenge.

In addition to the multi-defendant arrests, I believe our support team shines best in the day-to-day activities that confront the unit and office. Whether it’s an unexpected personnel shortage or an interruption from previously-assigned tasks, the response is always one of “whatever it takes to get the job done. I personally appreciate the blend of work and laughter that we are able to enjoy here.

**Southern Division Office, Santa Ana**  
*by Teresa Loza, Supervising USPSO*



During Fiscal Year 2003, the Santa Ana Divisional Office enjoyed another stellar year. Since our last report, we have welcomed two U.S. District Judges to our courthouse. U.S. District Judge James V. Selna joined Santa Ana on July 7, 2003, and U.S. District Judge Cormack J. Carney joined us on June 23, 2003.

Our Divisional Office is comprised of five Pretrial Services Officers. This includes myself, four Pretrial Services Officers and two clerical staff. Each staff member brings something

unique to our office.

USPSO Andre Goulart transferred to our office on February 24, 2003, following the loss of another officer. Andre brought to our office variety of experience. Later in the fiscal year, on September 24, he was selected to serve as our local Special Offender Specialist.

USPSO Camron Pitcher diligently monitors our sex offender caseload. He was selected to serve as our representative to the Sex Offender Supervision Team as of November 26, 2002.

USPSO Todd Sauber completed a two week Spanish immersion course in Wyoming in June 2003. He continues to be our in-house "expert" with electronic monitoring cases and related issues.

USPSO Karin Storm completed her Master's Thesis on the subject of "Supervision of Sex Offenders in the Central District of California." She obtained her Master's Degree in Criminal Justice in August 2003.

Bonnie Reid, our Supervising Clerk, continued to excel in her administrative role and continued to be an asset in our office. In August 2003, she received a Length of Service Award celebrating her 35 years of Federal Service.

Sr. Clerk Oanh Pham was promoted to Data Quality Analyst for our office, and serves as a member of the DQA Team. She maintains our caseload activation list, keeping it accurate and up to date.

This fiscal year, Santa Ana investigated approximately 465 cases. We experienced an increase in our sex offender cases. Last year we supervised approximately 5 sex offenders and this year the number increased to 16. Most of these defendants are undergoing intensive supervision that includes mental health treatment and computer monitoring. Additionally, the number of defendants released on electronic monitoring has increased and our resources have become more sophisticated through the use of Global Positioning Satellite technology, and specialized software used to monitor defendants' computer and internet use, primarily with sex offender cases.

Given the increase in the number of defendants released on electronic monitoring and the number of sex offender/child pornography cases, our office has been busy with electronic monitoring and computer software monitoring installations. As a result, we have also conducted more defendant searches in conjunction with the United States Marshals Service.

This fiscal year our staff took advantage of using new resources to enhance our interviewing and supervision techniques. Some of the resources included: ChoicePoint (web-based public records search database); and LexisNexis. Also, our Enhanced Law Enforcement

Terminal Emulator (E.L.E.T.E) was updated to a 3.0.5 version and it is in the process of being updated again. We are now able to access web-based applications that include DMV photos, booking photos throughout the state, Orange County dispositions, Orange County probation information and Meagan's Law, just to name a few.

The Pretrial Staff in Santa Ana continued to provide the Court with an excellent work product. We were always available for our two Magistrate Judges and our five District Judges. We are responsible for bail investigation reports, supervising defendants released on bond, and providing referral services for residential and drug treatment. We also conduct urine collections in the office and during home visits. We conduct home verifications and searches, in conjunction with the U.S. Marshal's Service. We install electronic monitoring devices and computer monitoring software. We attend hearings and provide the Court with an all around service on a daily basis.

The staff in Santa Ana have worked hard this year to earn a respected and professional reputation. The success of our office is based on the hard work of everyone. We look forward to another challenging and rewarding year.

#### **Eastern Division Office, Riverside**

*by Lauren Robinson, Supervising USPSO*



The Riverside Office experienced another outstanding year of performance and ensuring that the Court's needs are met. We all continued to successfully provide investigation reports to our judges, supervise defendants released on bond, provide referral services for drug and mental health treatment, process urine collection, conduct data entry, language interpretation, and provide student tours upon request. In addition, we often assisted the Electronic Monitoring Unit with searches and other needs, while also assisting the Santa Ana and Roybal Offices with large scale investigations.

This year, our officers also began typing their own investigation reports and letters to the court. Initially, it proved to be quite a challenge to increase typing speed and knowledge of report format. However, in the end and with the help of our expert clerical staff Beverly Conley and Loida Leynes, we rose to the challenge and prevailed.

We primarily serve District Judges Timlin and Phillips and Magistrate Judge Larson. However, the office is not exempt from providing information to the other judges in the district, as we often do.

Statistically, in comparison to the 2001 & 2002 Fiscal Years, we experienced a decrease in the number of completed investigations. See Fiscal Year comparisons below.

<b>FY2003</b>	<b>CAC Cases</b>	<b>Rule 5 Cases</b>	<b>Total No. of Cases</b>
	151 49.9 %	152 50.1%	<b>303</b> <b>100%</b>

<b>FY2002</b>	<b>CAC Cases</b>	<b>Rule 5 Cases</b>	<b>Total No. of Cases</b>
	221 61.6%	138 38.4	<b>359</b> <b>100%</b>

<b>FY2001</b> Partial Fiscal Year: 2/5/01-9/30/01	<b>CAC Cases</b>	<b>Rule 5 Cases</b>	<b>Total No. of Cases</b>
	126 63%	75 37%	<b>201</b> <b>100%</b>

We are confident that there will be a rise in the number of investigations due to the ever increasing presence of United States Attorney staff in the Inland area.

In regard to supervision, we continue to hover between 210 and 225 individuals that are supervised by Riverside officers. A small but increasing number of those cases includes the monitoring of sex offenders or those individuals who have a history of related such offenses. In late 2002, Officer Merredith Monroe was selected along with three other officers to coordinate the agency's effort to adequately monitor such individuals. A variety of monitoring methods were developed by the coordinators including a detailed questionnaire pertaining to the defendant's habits and sexual preferences. E-Blaster, a computer software program installed on a defendant's computer hard drive, is another method used to monitor computer activity for pornographic material.

We were trained to begin receiving a handful of electronic monitoring cases. Senior Officer Manuel Ibanez is our primary EM officer. Through satellite/computer technology, we will be able to track an individual's movement from our desks. Officers Merredith Monroe and Rachel Schnayerson have volunteered to assist Officer Ibanez. Our state of the art GPS electronic monitoring system has provided us with an improved alternative to previous systems.

This past year, we also developed an Inland Empire employment/education/mental health resource center for defendants' use. Much through the hard work of USPSO Schnayerson and USPSO Pamela Sherwood, our defendants can browse through pamphlets and other materials in an effort to enhance their lives.

In February of this past year, we underwent a CLETS audit by the California Department of

Justice. Data Quality Analyst Beverly Conley was the point person for assuring that requested files and documents were available for the auditor. I am pleased to say that we passed with flying colors.

This Fiscal Year was another rewarding one for the Eastern Division. I believe that we continue to be successful in meeting the challenge in becoming an important and needed entity in the California Central Federal Judicial Branch. We work hard to maintain a respected, professional, and trustworthy relationship with our court family. Furthermore, the success of the office is through the sincere effort and hard work of all. Thank you for your valiant effort.

### **Human Resources Overview**

*by Mattie McEachern, Personnel Administrator*



At the conclusion of fiscal year 2003, total staff (after new appointments and attrition) numbered 65, a 3% decrease under the workforce for FY02. The gender makeup of the staff is as follows: 68% female; 32% male. The female population has increased by 1% over FY02 in contrast to a decrease of 1% in the male population.

The staff consisted of the following: 23% administrative and supervisory staff; 25% support staff; 39% officer staff; and 13% senior officer/specialists. We continue to reflect a diversely ethnic staff. Included are 35% Caucasian/White; 33% African American; 19% Hispanic; 12% Asian; and 1% Native American.

There were two new appointments – both support staff. Of that number, one was a transfer from another federal court agency and one previous employee was rehired on a limited part-time basis. Contrary to hiring practices in the last decade, no U.S. Pretrial Services Officers were appointed this fiscal year.

Attrition accounted for 6% of the total staff. Of that number, two employees – one officer and one support staff – transferred to other federal agencies. There were two resignations, which included the limited part-time employee.

We have fully staffed offices in the following courthouses and federal building: Ronald Reagan Federal Courthouse in Santa Ana (Southern Division), George E. Brown, Jr. Courthouse in Riverside (Eastern Division), Edward R. Roybal Federal Building (Western Division), and our headquarters office in the U.S. District Courthouse in Los Angeles. Fifty-five percent of our staff are housed in our Los Angeles-based headquarters office with the remaining 45% in Santa Ana, Riverside, and the Edward R. Roybal Courthouse in Los Angeles. For the second consecutive year, there were no retirements during this fiscal year.

## New Budget & Facilities Specialist

Mid-way through the fiscal year, we were pleased to welcome **Albert (Al) D. Grenier, II** as our new Budget & Facilities Specialist. Al was hired following our loss of Nathan Nguyen, who took a new position with our Bankruptcy Court. Interestingly enough, Al came to us from the Bankruptcy Court, where he served as a Budget Analyst. A welcome reception was held on June 2, 2003, at which time staff and court family guests were given an opportunity to welcome Al into our Pretrial family.

### Budget & Facilities Overview

*by Al Grenier, Budget/Facilities Specialist*



#### BUDGET

The U.S. Pretrial Services Agency in the Central District of California received a total of \$5,285,298 in funding for Fiscal Year 2003. This represents a modest increase of only 7.5% from the amount received in FY02.

Approximately 77% of our allotment was earmarked for salaries in FY03, as compared to 72% in FY02. A total of \$4,076,950 was allotted to personnel compensation this fiscal year, an increase of 14.8% from last fiscal year's compensation allotment of \$3,552,412. The amount allotted for salaries rose 35% from FY01.

Similarly, the amount of funds required for the Alternatives to Detention program expenses also increased considerably in the last two fiscal years. This portion of our budget has increased nearly 34% from FY01 to a total of approximately \$890,000 this fiscal year.

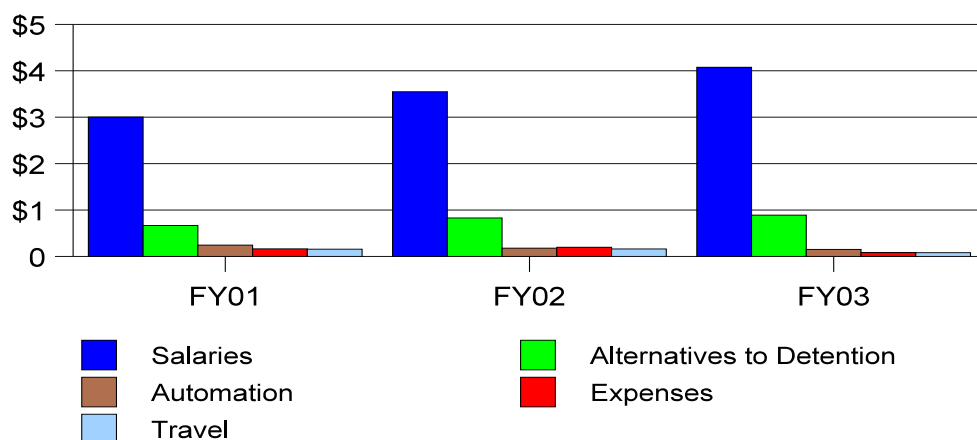
While Salaries and Alternatives to Detention programs have registered marked increases in the past two years, the amounts available for Automation, Expenses, and Travel have seen similarly dramatic decreases. The amount allotted to Automaton expenses has decreased from \$243,602 in FY01 to \$152,221 in FY03, for a 37.5% reduction. Allotments for Expenses and Travel have each registered a 47% decrease in this same time period.

	<u><b>FY01</b></u>	<u><b>FY02</b></u>	<u><b>FY03</b></u>
<b>Salaries</b>	\$3,004,889	\$3,552,412	\$4,076,950
Alternatives to Detention	\$ 664,887	\$ 828,334	\$ 889,868
<b>Automation</b>	\$ 243,602	\$ 177,204	\$ 152,221



<b>Expenses</b>	\$ 164,209	\$ 198,201	\$ 86,458
<b>Travel</b>	\$ 156,121	\$ 161,533	\$ 79,801

### Fiscal Year Allotments in Millions of Dollars



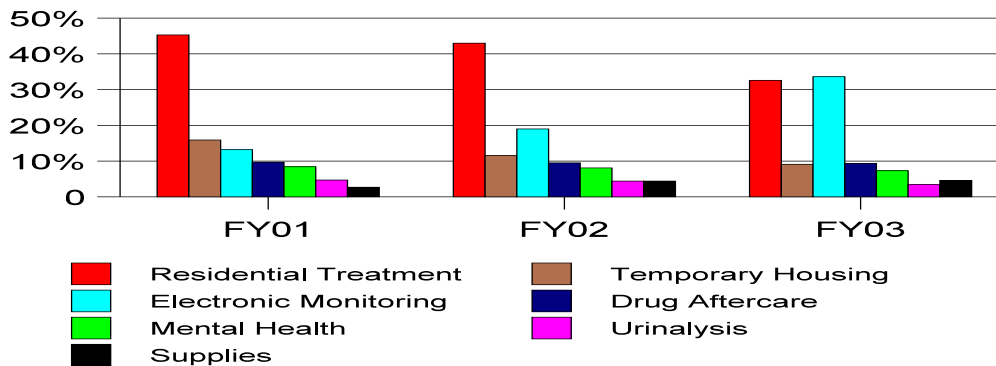
As mentioned, the largest expense after Salaries was in the Alternatives to Detention programs. While Residential Treatment costs accounted for the largest percentage of these funds just two years ago, Electronic Monitoring expenses have steadily increased and have now eclipsed Residential Treatment as the agency's greatest expense in the Alternatives to Detention expenditures. In fact, Electronic Monitoring expenses have more than tripled since FY01, and we now spend nearly 35% of our Alternatives to Detention funds in this area.

At the same time, the Residential Treatment costs have decreased 25% from last fiscal year's costs of \$356,374 to \$264,936 this fiscal year. Costs for Temporary Housing have also decreased by nearly the same percentage from FY02 to FY03. As can be seen from the following table and graph, Drug Aftercare and the cost of Supplies have remained relatively steady this fiscal year as compared to last, while the costs for Mental Health services and Urinalysis have shown a more pronounced decline.

	<u><b>FY01</b></u>	<u><b>FY02</b></u>	<u><b>FY03</b></u>
<b>Residential Treatment</b>	\$301,431	\$356,374	\$264,936
<b>Temporary Housing</b>	\$106,017	\$ 95,760	\$ 74,168
<b>Electronic Monitoring</b>	\$ 87,794	\$157,259	\$272,737

<b>Drug Aftercare</b>	\$ 64,258	\$ 78,546	\$ 75,249
<b>Mental Health</b>	\$ 56,059	\$ 67,499	\$ 59,536
<b>Urinalysis</b>	\$ 31,135	\$ 36,125	\$ 28,385
<b>Supplies</b>	\$ 18,203	\$ 36,771	\$ 37,694

### Alternatives to Detention Breakdown of Expenses



## FACILITIES

Due to the tight budget situation, no major facility projects were undertaken in fiscal year 2003. Minor alterations included the painting of the hallway and installation of new signage on the 7<sup>th</sup> floor of the headquarters building. New signage on the door to the 16<sup>th</sup> floor office area was also completed.

### Information Systems Overview

*by Luis Dimagiba, Manager of Information Systems*



This past year, our Pretrial Case Management System (PCMS) went through a database upgrade. Also, the PCMS Informs screen was upgraded to a web-based screen using Internet Explorer. This upgrade eliminated the need to install additional applications on the desktop and allowed us to easily make changes at any time.

A new multi agency telephone system, hosted by the District Court Clerk's Office, was installed for our offices in the Roybal Federal Building and the Spring Street Courthouse. This transition to a new, non-vendor-supported switch, eliminated hefty monthly phone charges and maintenance fees. We now pay an annual fee to the Clerk's

Office which is substantially less than the previous commercial fees. User support, as well as telephone number/location changes are now handled locally through the District Court's Telecommunications Department.

New, state of the art "tablet computers" were purchased this year to test the potential for extending our wireless computing, as well as taking advantage of enhance handwriting and speech recognition capabilities. The combination of Windows XP Tablet Edition and Dragon Naturally Speaking version 7, are expected to make voice dictation to the computer easier and more accurate than the previous versions. This is expected to have a dramatic and positive impact on our officers who recently incorporated manual typing of reports and correspondence into their regular duties and responsibilities.

With the help of the U.S. Marshals Service, we installed and tested the use of wireless networking of our computers in the Marshal's lockup in the Roybal Federal Building. By using the combination of the wireless capability of a tablet computer in conjunction with a wireless router, pretrial officers can now conduct their bail interview and enter the defendant's information directly into our case management system. This presents a dramatic opportunity for making the interview process more timely and efficient by eliminating multiple requirements for processing interview information.

In addition to onsite wireless, we also tested the potential for using cellular wireless computer connectivity for field access to the internet and the DCN. Our testing was successful and the technology was found to be viable. As the result, enhanced cellular wireless connectivity was made available to our EM Unit, to the Deputy Chief, and the Chief for field and other out of office business use. We plan to field this capability to all units and divisional offices during the next fiscal year.

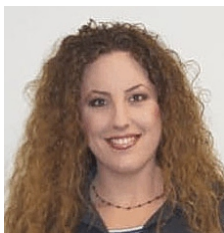
The Eastern District of Virginia Bankruptcy released the latest version of ELMR (Electronic Leave Management Resource) this year. With the addition of the time & attendance module, we felt that it was a complete system that would permit us to us keep track of our leave and attendance in a fully electronic manner.

After a rigorous testing process, we implemented and started using this new program. After enduring minor system and software challenges in the beginning, we have found that this electronic leave program has helped us tremendously and virtually eliminated traditional paper work.

Three Data Quality Analyst (DQA) positions were created this year to assist in the daily and monthly PACTS quality control duties. Shirley Hyatt, our Automation Specialist, previously spent countless hours researching and correcting errors in preparation for the upcoming conversion from PACTS Unify to PACTS/ECM. With the help of the new DQAs, the thousands of errors were fixed in a very short amount of time.

## Alternatives to Detention Co-Payment Overview

by Amber Michaelis, Sr. USPSO



After years of a lack of emphasis on collecting co-payments from defendants who can afford to pay for court-ordered specialized services (e.g., drug testing & treatment/counseling, mental health treatment, electronic monitoring, etc.), we have made co-payment collections a priority.

By enforcing co-payments, we ensure that defendants take these services more seriously, since some or all of the funding is coming from their pockets rather than that of the taxpayer. Compliance also tends to be higher, due to the subsequent increase in personal accountability.

In Fiscal Year 2003, due to our heightened efforts, our agency collected significantly more co-payments than in any prior year on record. In three of the six major categories of spending for services, we realized an overall increase of nearly 300% compared to the prior year.

It is our goal to continue our success into the next fiscal year and beyond. Following is a chart depicting co-pay collections for the past three years:

	<u>FY 03</u>	<u>FY 02</u>	<u>FY 01</u>
Drug Aftercare	\$9,885	\$2,731	\$ 769
Mental Health	\$ 560	\$ 0	\$ 0
Temporary Housing	\$4,636	\$2,873	\$1,540
<b>TOTAL:</b>	<b>\$15,081</b>	<b>\$5,604</b>	<b>\$2,309</b>

## Education & Employment Services Program Report

by Devona Gardner, Senior USPSO



Our Education & Employment Services Program is available to both defendants and staff, and offers information on assistance, referral, and access to a variety of related services.

### Defendant Assistance

During the last fiscal year, 50 defendants utilized the program for the

following types of assistance: employment and community referrals; skills, interest, career, and financial assessments; resume building; post secondary and vocation trends and requirements; and services related to improving personal appearance and time management.

The breakdown is as follows:

Employment Services	25
Education Services	19
Volunteer Services	3
Debt Management	1
Resume Building	2

Of the 50 defendants who were served, 11 obtained either full-time or part-time employment, 9 participated in a post secondary or vocation program at a community college or center, 2 volunteered in their communities without court order conditions, and 1 began a debt management program. In addition, both clients who received resume assistance found employment within 2 weeks.

Furthermore, during FY 2003, local or company specific employment fairs and/or opportunities were made available on 6 separate occasions.

Career magazines were made available to defendants and staff on a monthly basis.

#### Staff Assistance

During the last fiscal year, 19 staff members utilized the program to obtain educational information in an attempt to enhance their own professional and personal lives. Educational information provided to staff included, but was not limited to: information on trends in education; application filing periods; post secondary majors and their requirements; goal assessments; financial aid information and services; and the U.S. Pretrial Services tuition reimbursement program.

The breakdown is as follows:

Post secondary/graduate school	14
Certificate/vocation programs or seminars	5

Of the 19 staff assisted: 2 began graduate programs, 2 maintained college attendance, and 1 participated in a vocational seminar.

## **Community Information and Coordination Program Overview**

*by Kristianna Janich, Sr. USPSO*



The Community Information and Coordination Program completed many projects for our agency during the past fiscal year. During this period, I created a variety of brochure-type literature meant to inform and educate those whom we serve: defendants and their families, judges, attorneys, clerks, local law enforcement, and the public at large.

The majority of the informational brochures that were produced were intended to assist defendants and their families. In addition, the “Bureau of Prisons Information Center,” a compilation of BOP literature located in our office, was created primarily for both officers and defendants. Other brochures and handouts that were directed to defendants included a “Self Surrender Information” newsletter, “Understanding Your Case While on Pretrial Services Supervision,” flier, and fliers detailing information on Bureau of Prisons (BOP) designation facilities, the BOP Drug Abuse Treatment Program (DAP), BOP Community Correction Centers (CCC) and the ICC (Boot Camp) program.

The “Understanding Your Case While on Pretrial Services Supervision” flier was created to assist defendants in better understanding how their case makes its way through the federal judicial system. It portrays potential court hearings, offering a view of how those hearings relate to Pretrial Services supervision. This flier is produced in flowchart form, explaining basic information regarding important court hearings that may occur, and even giving them notice when to stop reporting to Pretrial Services. These fliers, as well as other pertinent information, are available on our DCN intranet website.

The “Pretrial Programs and Services” brochure was also added to our literature and website this past fiscal year. This particular brochure explains the various programs and services offered by our agency, including mental health, material witness, drug and alcohol treatment, education, employment and electronic monitoring services.

Due to the increasing number of dignitaries, guests, trainers and visitors who travel to the Central District of California each year, a district “sightseeing” brochure was created. “Things to do While Visiting the Central District of California” provides information to assist visitors with transportation, dining and sightseeing while in our district.

In view of increased technology, our Electronic Monitoring brochure was also updated to reflect new and changing technologies and associated vendors used by the Central District. The updated version is also available on our website.

After September 11, 2001 and the subsequent increase in local security protocols requiring defendants to have a photo I.D. to enter federal courthouses and buildings, the “Defendant



Identification Letter” was developed to assist defendants who lack proper photo identification. This letter, provided on agency letterhead, gives the defendant’s name, a photo and the purpose for the defendant to enter the courthouse. Furthermore, it expedites their entrance into the courthouse to attend necessary court hearings and Pretrial Services office visits.

Meetings with local law enforcement continue to prove valuable to Pretrial Services in the Central District. I have found that networking with local law enforcement provides useful information regarding community information and officer safety issues. In view of this, I continue to attend monthly California Gang Investigations meetings, biannual California Robbery Investigators Association meetings, and annual California Homicide Investigator’s Association meetings. These meetings allow positive relationships to be formed and valuable information to be shared with these agencies. It also allows me an opportunity to educate these agencies on our function in the federal court system. Furthermore, attendance at these meetings have greatly contributed to the expansion of the “Gang Map” book which reflects gang locations in different areas in the Central District. The Gang Book is accessible to all of our officers to assist in their investigations and in the supervision of defendants.

My supervisor, Lisa Galbraith, and I attended the Computer Clets Users Group (CCUG) meeting in July which offered training regarding using the California State Parole “LEADS” and CAL Photo database. I received additional CAL Photo training in order to train additional officers to use this database in future. Pretrial is in the process of gaining access to the program.

Our office also continues to utilize the Cal Gang system offered by the Los Angeles Sheriff’s Department. This system provides useful information about gang members in California. I continue to serve as the operator of this database and provide gang member information for the office. I believe this information is another officer safety tool which can assist officers in avoiding and potentially preventing dangerous situations.

In order to more effectively communicate with Spanish-speaking defendants, the Pretrial Services’ supervision conditions were recently translated into Spanish by the court certified interpreter. This form is made available to our officers in our shared computer directory.

During the last fiscal year, our district continued to educate the public, as well as court personnel, about the role of Pretrial Services. In one instance, USPSOs Amy Kerbeck, Devona Gardner, Amber Michaelis, Silvia Torres, Val. T. Howard, Todd Sauber and I participated in the District Court’s annual Law Day. This program allowed us an opportunity to speak to high school students about our role in the federal court system.

In other instances, I provided an overview of our duties to our district’s clerks, Assistant United States Attorneys, and United States Probation Officers on various occasions to assist

them in understanding our duties during the past fiscal year. I believe Pretrial Services has had another successful year providing valuable information to those whom we serve.



### **Events/New Policies & Procedures Overview**

We take great pride in the fact that, in a majority of situations, staff are encouraged to participate in planning, to serve on planning committees, and to express their ideas, concerns, and creativity whenever possible. Our office staff and administration collaborated on a number of policy and procedure changes this past year.

The following new policies/procedures took effect in 2003:

**Alternative Work Schedule for L.A. Staff** - Our Alternative Work Schedule (AWS) was introduced at the beginning of the fiscal year after much consideration and planning by staff and the administration. While there have been a few bumps along the way, it has been very successful in helping some staff become more productive, while potentially allowing them to achieve a better quality of life. Our Alternative Work Schedules, consisting of Flex Time and Compressed Time options, have allowed staff to work their required 80-hour pay period using different types of work weeks other than the traditional work schedule. Since the implementation of the AWS, staff have reported that they are able to complete more job related tasks during the course of their day such as criminal record checks, case chrono's, telephone calls, filing, openings/closings, etc.

**Dress Code Policy** - A committee of staff and administration developed a new, written dress code policy in an effort to put an end to the question of "what's appropriate to wear to work." Of course, there was lively discussion and debate, not to mention some disagreement. But, in the end, the policy was approved and took effect in April of 2003.

**Transportation of Defendants Policy & Procedure** - Although it had been our agency's long practice to transport defendants in accordance with a court order, the concern was brought to our attention by one of our officers that we had no written policy or procedures for doing so. The matter was assigned to our newly formed Safety Committee, comprised primarily of officer and support staff. The committee did an excellent job in producing a very thorough draft policy and procedures proposal. Following concurrence by our General Counsel at the AO, the draft policy was forwarded to our Chief Judge for final consideration and approval. Pending such approval, the draft policy was unofficially adopted for local use.

**ELMR Time & Attendance Software Program** - As mentioned earlier in this report, the agency adopted a new, computer-based means for reporting and tracking time & attendance, and for requesting personal leave. The impetus for going to an electronic system was logical...make the process more efficient and less time consuming, simplify the process, and

save reams and reams of paper, thus reducing waste and storage, with a direct effect of cost reduction.

**Case Classification & Workload Measurement** - In an effort to better identify the needs of each defendant, to improve our supervision assignment process, to effectively balance caseloads, and to place scarce resources where they need to be, we developed our own, local classification and workload measurement system. In doing so, we are able to move away from the “numbers game” and toward a real understanding of our individual and collective workloads. By classifying cases with regard to their risk, we have been able to “bank” cases that need no or little traditional supervision, while identifying those cases who have the most risk and needs, and then focusing our resources to best assist them. Another result is “fairness in workload” for our officers. The new system ensures that all officers have similar workloads, thus eliminating any concern that one officer is doing more than another at any given time.

The following significant events took effect in 2003:

**Established the Sex Offender Team** - In an effort to better coordinate, and make more effective, the supervision of sex offender-type defendants, we created a “Sex Offender Team” of four officers. The assigned officers represent each of our four offices, and each officer supervises this type of case in his/her office. The Team works together toward creating and improving specialized supervision protocols and practices, consults with each other toward solving problems and challenges, and they serve as subject matter experts for the rest of our agency.

**Established the Data Quality Analyst Team** - In an effort to improve our data quality, both input and output, one support staff was selected from each of our four offices to serve in a team effort. Each DQA is responsible for her own office’s data, while providing support to other offices during their DQA’s absence, or as otherwise called upon to assist. By the close of FY 2003, this team effort had already immensely improved our agency’s data quality.

**Established the Critical Incident Stress Management Team (CISM)** - In an effort to prepare for quickly addressing staff tragedies and other such dynamic concerns, we established our own local Critical Incident Stress Management (CISM) Team. A critical incident is defined as a tragedy, dangerous injury, death, or hostage/threatening situation, etc. that may happen to any of us while in the field, in the office, or in our personal lives. A critical event may impact one person, a group, or a whole community (e.g., an earthquake, riots, war casualties, etc.). The purpose of the CISM team is to establish a strategy to prepare for, respond to, and recover from such critical incidents.

The seven-member CISM team consists of a cross-section of staff members. The Team’s mission is to serve an instrumental role in providing “triage type” assistance to the staff

involved in, or otherwise affected by, a critical incident and to provide debriefing and followup after the incident. The team is assistive and is not intended to replace the possible need for professional counseling.

In order to equip our team with the proper knowledge, skills, and tools, the team received intense training. In June, in conjunction with the Federal Judicial Center, our office hosted the 9<sup>th</sup> Circuit Probation and Pretrial Services CISM training. This four-day program taught the comprehensive crisis intervention model to teams from throughout our circuit. The team is preparing a CISM guide and handbook and continues networking with other teams throughout the circuit to exchange ideas and promote further training.

**Established the *Pretrial Reporter Agency Newsletter*** - In an effort to further increase staff communication, to provide an opportunity for sharing a compilation of staff stories, announcements, insights, and to have some fun, we published our inaugural edition of *The Pretrial Reporter* newsletter. The newsletter was primarily the brainchild and product of two staff, SUSPSO Allyson Theophile and Personnel Administrator Mattie McEachern. All staff were encouraged to present their ideas for naming the newsletter, and all were encouraged to contribute stories and information, as well as to generally join in the fun. The newsletter was distributed to staff, judges, and other agencies, as appropriate. We look forward to the next edition.

**OPPS/AO Work Measurement Study** - From April 6<sup>th</sup> - 15<sup>th</sup>, 2003, we were visited by Greg Stephenson of the AO's Staffing Requirements and Analysis Office. Greg was joined by Supervising USPO Jeris Smith, subject matter expert, from Florida Southern Probation. Greg and Jeris conducted interviews of a majority of staff to measure our workload during FY2002, which included percentages of time spent conducting critical tasks in operational and organizational areas of our work.

Greg concluded that, during FY2002, our staff encountered a workload that surpassed our then current staffing allocation by more than 9 full time equivalents (FTEs). The data from our district will be compared with similar workload data from other districts. The end result of their research will assist in the reassessment of the national formula for allocating funding for pretrial and probation staffing. We thank Greg and Jeris for their excellent work.

**Monograph 111 Training for Supervisors in San Diego** - All 7 of our supervising officers, along with our Deputy Chief, attended a special Circuit-wide training program in San Diego for the newly revised Monograph 111 - Supervision of Federal Pretrial Defendants. In sending all 8 of our supervisory leadership to this 3-day training event, we ensured that all received the same training and information, so that all might be lock-step in their understanding of what we will need to do to implement the new requirements.

**Miscellaneous Committees** - Our agency takes advantage of the valuable assistance and

consideration of a number of local committees on an as-needed basis. Committees not previously mentioned but continuously utilized are: Information Technology, Pretrial Case Management System, Forms & Correspondence, Annual Retreat, and Social.

#### Bi-Monthly Unit Executive Meetings

In our ongoing effort to practice effective communications and coordination between all major court units, the Chief U.S. Pretrial Services Officer continues to meet bi-monthly with the Clerk of Court/District Executive, the Chief U.S. Probation Officer and the Clerk of the Bankruptcy Court. These joint meetings provide an excellent opportunity for the Unit Executives to exchange information, discuss local and national trends, update each other on operations, and much more.

#### Meetings with the Judges' Court Services Committee

The Chief U.S. Pretrial Services Officer meets periodically with the Judges' Court Services Committee in an effort to bring matters of concern to their attention, to update them on operations, to request guidance in matters that directly affect court service, etc.

At one such meeting, Chief Walker and Deputy Chief McClain presented a "workload overview," which described in detail our challenges and efforts in continuously dealing with over 400 supervision cases for which we don't receive workload credit from the Administrative Office. Our judges were very understanding and asked to be kept updated on our progress to appropriately address the matter.

#### Meetings with Chief Magistrate Judge

The Chief U.S. Pretrial Services Officer, in conjunction with the Deputy Chief and Los Angeles-based Supervisory staff, meet on a monthly basis with our Chief Magistrate Judge Robert N. Block. This permits us to discuss matters of mutual concern and to ensure maximum, effective communication between our agency and our twenty Magistrate Judges.

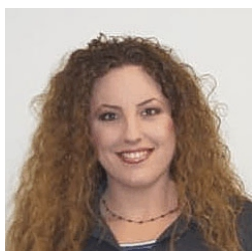
#### Meetings with Magistrate Judges

The Chief U.S. Pretrial Services Officer will periodically attend the Magistrate Judges' monthly meeting to present new information, to discuss issues of importance, or appear when otherwise requested.

#### **Promotions & Awards Overview**

We were pleased to promote USPSO Amber Michaelis to the position of Drug & Alcohol Treatment Specialist/Senior Officer, and USPSO Manuel Ibanez to the position of Special

Offender Specialist/Senior Officer. Many thanks to them for their committed efforts in these very important roles.



Sr. USPSO Amber Michaelis  
(L.A. Headquarters Office)



Sr. USPSO Manuel Ibanez  
(Riverside Divisional Office)

We were also pleased to promote two of our Senior Clerks to positions on our newly created Data Quality Analyst Team. They are:



DQA Dorothy Huizar  
(Roybal Investigations Unit)



DQA Oanh Pham  
(Santa Ana Divisional Office)

As part of our annual Staff Retreat program, we were extremely pleased to specially recognize more than 30 staff, in one form or another, for their commitment, hard work, innovation, ideas and other truly significant contributions. Moreover, all staff were recognized in one form or another.

Right: A group of our happy award winners pose for a photo-op with Magistrate Judges Carolyn Turchin (far right, kneeling) and Carla Woehrle (far right, standing).





While space constraints prohibit us from naming all award recipients in this report, we take great pride in commemorating and again congratulating our **FY2003 Pretrial Services Officer of the Year, USPSO Michelle Sumpter**, and our **Support Staff Member of the Year, Sr. Clerk Cecilia Hamburg**. Michelle and Cecilia earned their respective award through an exemplary level of devotion to duty; excellent service to the courts, defendants and our agency; a high commitment; strong teamwork; and much more.



Sr. Clerk Cecilia Hamburg  
Support Staff Member of the Year  
(L.A. Headquarters Office)



USPSO Michelle Sumpter  
Pretrial Services Officer of the Year  
(Roybal Investigations Unit)

### **Staff Training and Inservice Programs Overview**

*by Jill F. McClain, Deputy Chief USPSO*



Our office continues to value training and the knowledge and skills gained from training. This year, due to budget constraints, we were limited in the training opportunities available to staff. Therefore, we carefully analyzed staff needs and allocated resources where most beneficial, and we were creative in locating low or no cost training. Additionally, we utilized some of the Federal Judicial Center's packaged programs and the Federal Judicial Television Network. This year, more than 3324 hours of training were provided for staff, representing an average of 51 training hours per person (based on 65 staff). The following is a list of the various training programs attended by staff in FY 2003:

Case Law, Code of Conduct, Community Disaster Preparedness, Computer Skills (Budget, Cyber Crime, Internet Resources, Lotus Notes, Public Databases, Technology), Criminal Records Checks, Critical Incident Stress Management, Domestic Terrorism, Domestic Violence, Drugs and Mental Health, Electronic Monitoring, Employment Resources, Gangs, Human Resources/Personnel, Interviewing Skills, Management, New Officer Orientation, Officer Safety Skills, Pretrial Issues, Procurement/Contracts, Search and Seizure, Sexual Offenders, Spanish Skills, Stewardship, Supervisory Skills, Witness Security, and Writing Skills.

In addition to agency-sponsored training, on their own, some staff took the initiative to further their education. We are pleased that a few staff are working on advanced degrees.

During this past year, USPSO Karin Storm received her Master's Degree in Criminal Justice.

We continued to assist the Administrative Office of the U.S. Courts (AO) in various areas. Our outgoing Budget and Facilities Specialist, Nathan Nguyen, served as a trainer at two national workshops related to the FAS4T accounting system. Other staff continued to serve on various committees. Senior USPSO Amber Michaelis served as a member of the national PACTS-ECM Working Group, and Senior USPSO Robert Dowd served as a member of the Ad Hoc Home Confinement Working Group.

Continuing in my service as our agency's Training Specialist, I assisted the FJC in reviewing videotapes for their library for use at in-district training programs. I also participated with the FJC in a video conference to share my knowledge and experience with a newly appointed training specialist. Finally, I participated in an FJC focus group on probation and pretrial services curriculum packages.

In June, our office hosted the "9<sup>th</sup> Circuit Probation and Pretrial Services Critical Incident Stress Management (CISM) Training Program." This four-day program was held in Pasadena, California, in conjunction with Dr. Mark Maggio of the Federal Judicial Center. Chief Judge Consuelo B. Marshall welcomed the group of 50 probation and pretrial services staff who attend from throughout the 9<sup>th</sup> Circuit.

The CISM program taught the comprehensive, multi-component, crisis intervention model known as Critical Incident Stress Management. Teams were trained to provide both group and individual crisis intervention services to affected staff in the aftermath of a traumatic event. The course addressed the human stress response, stress management, post-traumatic stress, the following CISM interventions: crisis management briefings, defusings, demobilizations, and debriefings, analysis of critical incident stress, the nature of crises, current research on the efficacy of early intervention, as well as information on responding to incidents such as multiple line of duty deaths, suicides and mass disasters.

### **Annual Staff Retreat Overview**

*by Shirley A. Hibino, Executive Assistant*



Our 2003 Annual Staff Retreat was held August 7-10 2003, at the beautiful Wyndham Hotel in Palm Springs, California. Palm Springs is known world-wide for its resort-like, tourist environment, and the Wyndham is known for its excellent conference and training facilities. For several years, some of our staff had requested that we venture out into the desert again for our retreat. (The last time it was held in Palm Springs was in 1994, and most of our current staff were not even with us then).

In light of budget constraints, August in Palm Springs provided a perfect way to be fiscally frugal without compromising the quality of this training event, which is eagerly anticipated

by staff throughout the year. Our Riverside staff and other employees who live in the “Inland Empire” were appreciative that we would be holding the event in their “neck of the woods” this time. Sr. USPSO Manuel Ibanez prepared a comprehensive brochure detailing local tourist attractions, restaurants, and the “many things to do in the desert.”

An excellent training program was planned, and with cool thoughts and plenty of sun screen, staff members looked forward to learning while having some fun in the sun with their families.

The following special guests attended this year’s retreat: Chief U.S. District Judge Consuelo B. Marshall; U.S. District Judge Terry J. Hatter, Jr.; Regional Administrator Shiela Adkins, Office of Probation and Pretrial Services/AO; Thomas W. Nuelle, Retired Chief U.S. Pretrial Services Officer; and U.S. Magistrate Judges Carla Woehrle, Carolyn Turchin and Stephen G. Larson, and their respective family members.

An exciting and motivational training program was presented for the staff’s personal and professional growth. The interesting and relevant topics presented and discussed were:

1. **Community Disaster Preparedness**
  - Sunshine J. Barrett, Community Disaster Education Associate  
American Red Cross, Riverside County Chapter
2. **Overview of our Witness Security Program**
  - Wilhelmina Jones, Supervising USPSO, Roybal Investigations Unit
3. **Overview of our Electronic Leave and Attendance Program (ELMR)**
  - Mattie McEachern, Personnel Administrator
  - Kimberly Marquez, Administrative Technician
  - Luis Dimagiba, Information Systems Manager
4. **Investigative Resources on the Internet**
  - Lance Mueller, Senior Investigator  
Riverside County District Attorney’s Office
5. **Interviewing/Communication Skills**
  - Don Yingling, Special Investigator, FBI, Retired
6. **Panel Discussion - U.S. Public Defender’s Office and U.S. Attorney’s Office**
  - Maria Stratton, U.S. Public Defender, California Central
  - George Cardona, Chief Assistant U.S. Attorney, California Central
7. **Analysis v. Assumption**
  - Trisha Yamauchi, Supervising USPO, California Central
  - Roland Jonville, Supervising USPSO, Michigan Eastern

**8. Judges Panel**

- U.S. Magistrate Judge, Carolyn Turchin, Los Angeles
- U.S. Magistrate Judge, Carla M. Woehrle, Los Angeles
- U.S. Magistrate Judge Stephen G. Larson, Riverside

As always, the Judges Panel served as an integral and important part of the program, and staff members were encouraged to take part and ask questions. Participating for the first time were U.S. Magistrate Judges Carolyn Turchin and Carla M. Woehrle, and joining us for his third panel was the Honorable Stephen G. Larson from our Riverside Division Courthouse.

As has become our tradition, the staff awards ceremony concluded the retreat. This much anticipated part of the program, which is always inspiring and upbeat, builds up to the presentation of the Pretrial Services Officer of the Year and the Support Staff Member of the Year awards, as mentioned previously in this report. Other awards presented (and the number of staff receiving them) were: Length of Service Award (12), Bilingual Award (17), Improvement/Innovation Award (6), Special Service Award (2) and the Chief's Award, which was bestowed upon the entire staff. The Honorable Carolyn Turchin and Carla Woehrle assisted Jill McClain, Deputy Chief U.S. Pretrial Services Officer and Mattie McEachern, Personnel Administrator, in presenting the awards.

Another retreat tradition, the group picture, was taken on the beautiful, lush grounds in front of the hotel, and is included in this report. As always, this picture included families, special guests, and presenters. It was clearly evident how much Pretrial Services had grown over the years, by the large group assembled for this year's picture.

One of the social highlights of the retreat is always the big family event the night before the conclusion of the retreat. The Retreat Social Committee had planned for several months to ensure this was a special and enjoyable event. The theme this time was the "Baja Nights Pool Party," which was a huge success. We put on our tropical attire and socialized by the hotel pool. The food, which was catered, matched the theme and was delicious and plentiful. Games were provided and geared toward the young and young at heart. Pretrial Trivia was a huge hit, as were the hula hoop and limbo contests. The festive atmosphere and camaraderie will make this event one that will be remembered for many years to come.

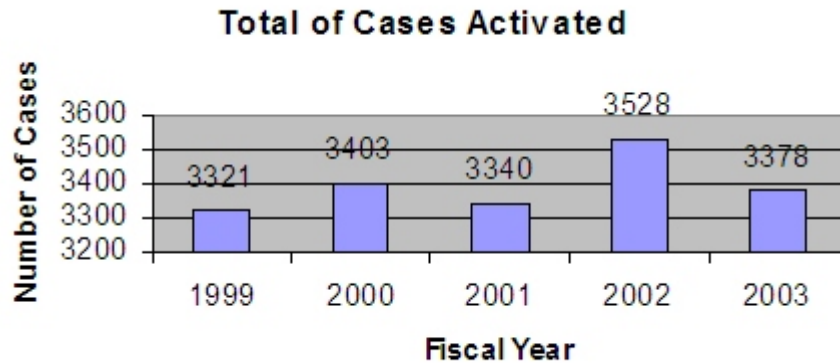
In summary, it can be said that the 2003 "Retreat in the Desert" provided our staff with excellent, practical training in a picturesque, relaxed environment. All who attended left with a renewed sense of enthusiasm and professional pride.

Our 2003 annual staff/family retreat photo appears on the next page:



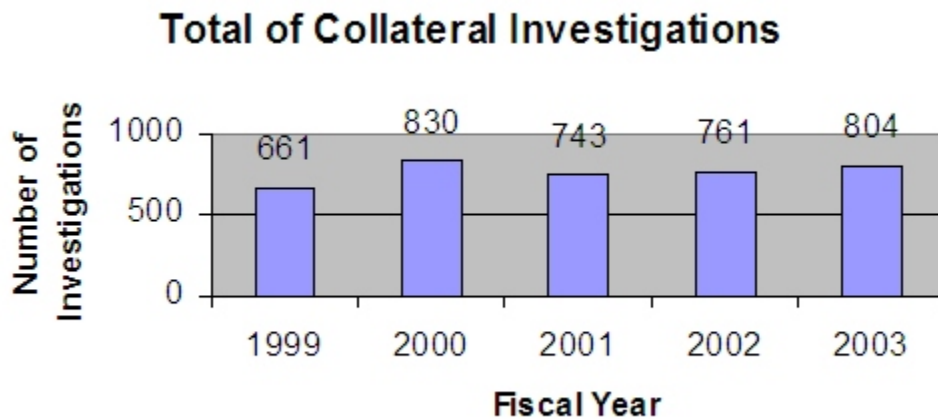


Agency FY2003 Statistics by Shirley Hyatt, Automation Specialist



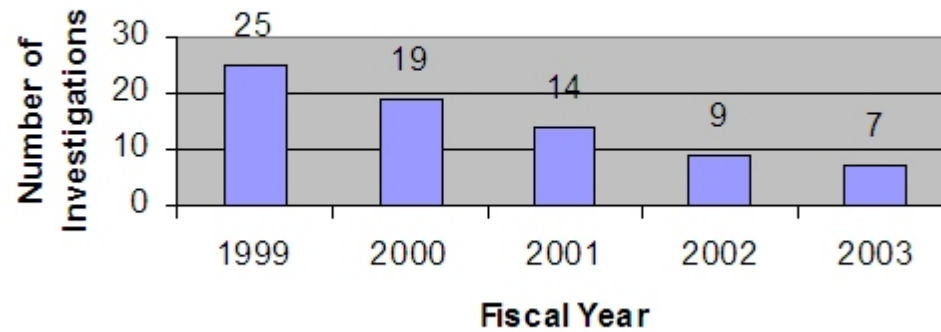
The figures include courtesy supervision, diversion, and material witness cases; collateral investigation cases are not included.

FY	1999	2000	2001	2002	2003
Number of Cases	3321	3403	3340	3528	3378



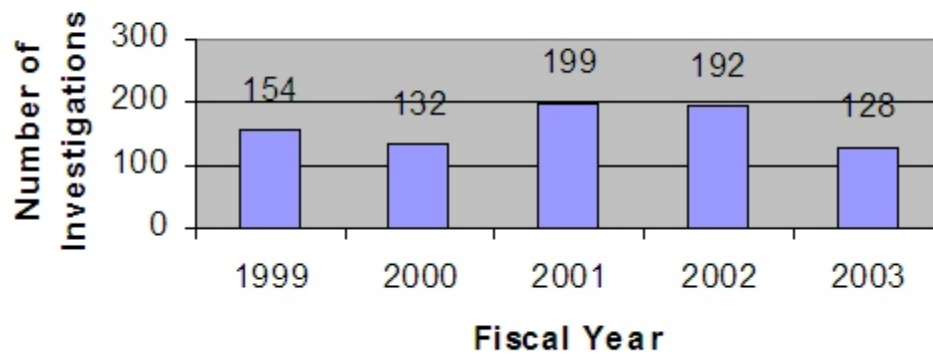
FY	1999	2000	2001	2002	2003
Number of Cases	661	830	743	761	804

### Total of Diversion Investigations



FY	1999	2000	2001	2002	2003
Number of Cases	25	19	14	9	7

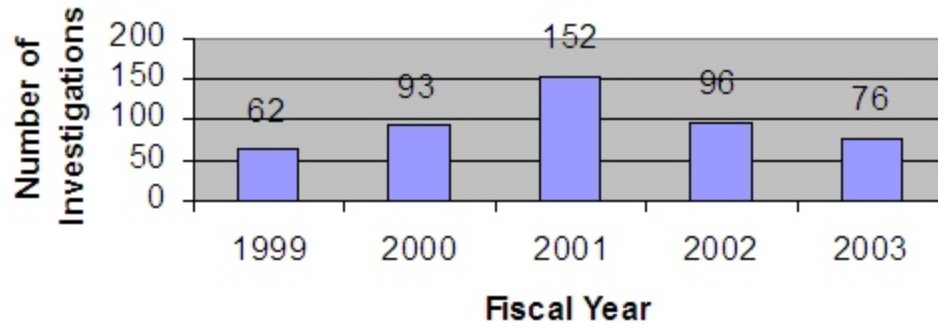
### Total of Violation Investigations



FY	1999	2000	2001	2002	2003
Number of Cases	154	132	199	192	128

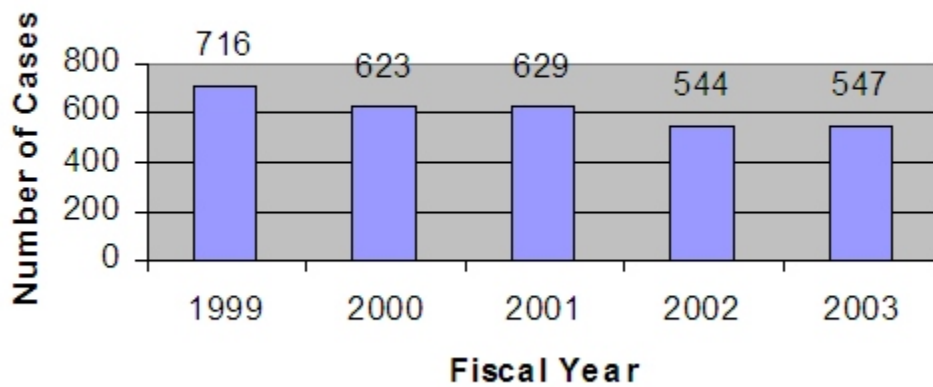


### Total of MATWMT Investigations



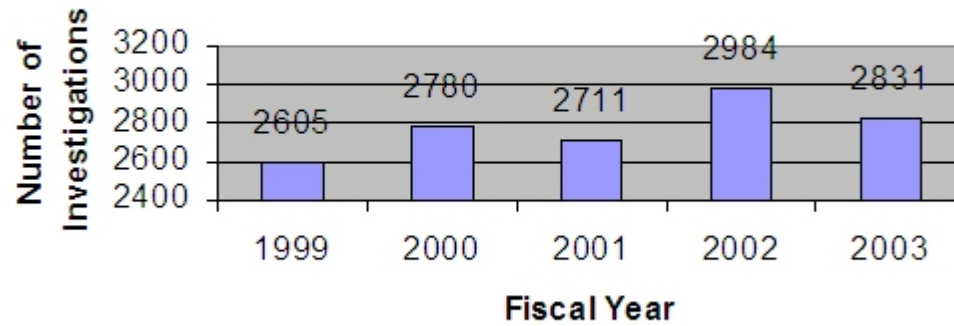
FY	1999	2000	2001	2002	2003
Number of Cases	62	93	152	96	76

### Courtesy Supervision Caseload



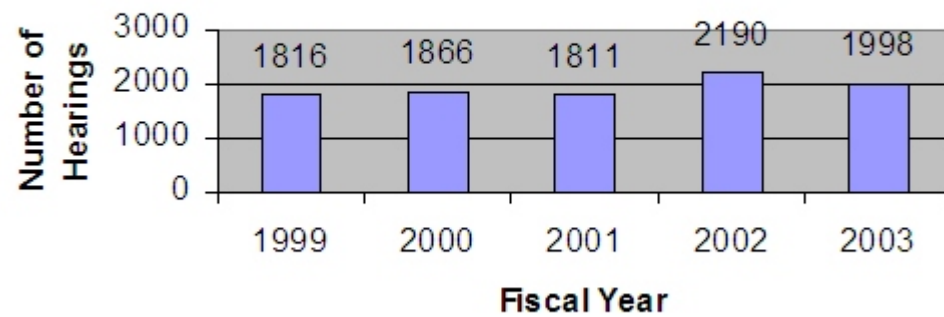
FY	1999	2000	2001	2002	2003
Number of Cases	716	623	629	544	547

### Total of CAC Investigations



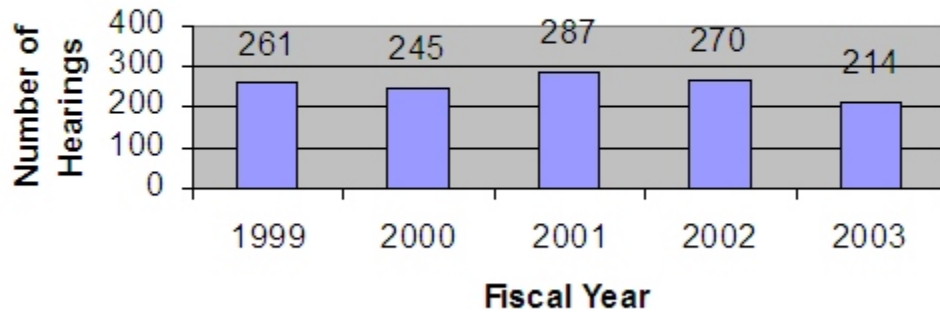
FY	1999	2000	2001	2002	2003
Number of Cases	2605	2780	2711	2984	2831

### Total of Detention Hearings



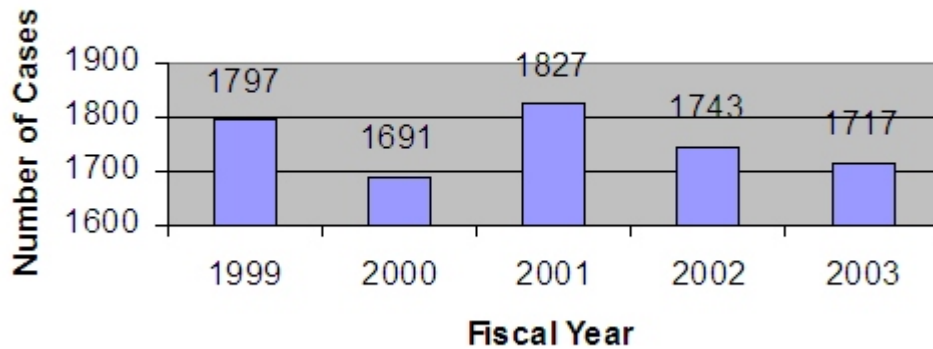
FY	1999	2000	2001	2002	2003
Number of Cases	1816	1866	1811	2190	1998

### Total of Bail Review Hearings



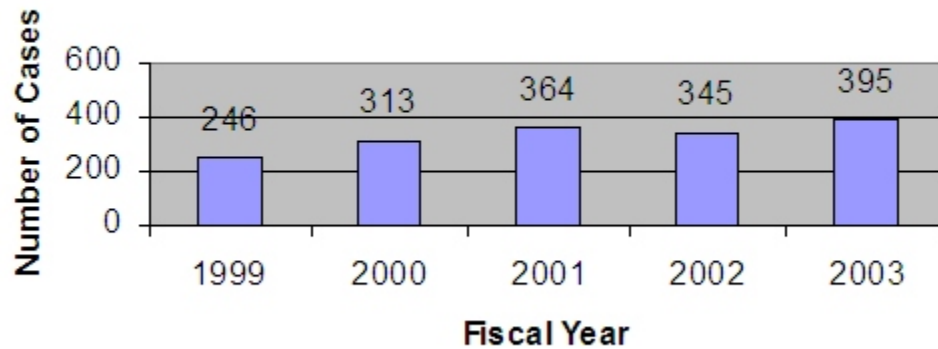
FY	1999	2000	2001	2002	2003
Number of Cases	261	245	287	270	214

### Total of PSA Supervision Activated



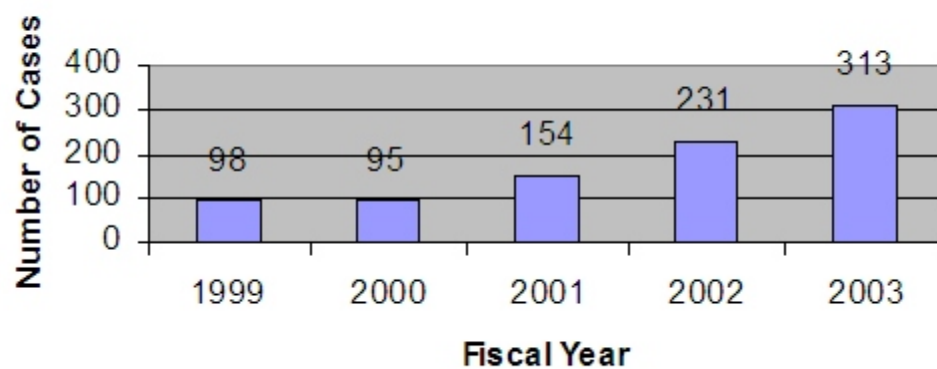
FY	1999	2000	2001	2002	2003
Number of Cases	1797	1691	1827	1743	1717

### Total of Drug Treatments Ordered



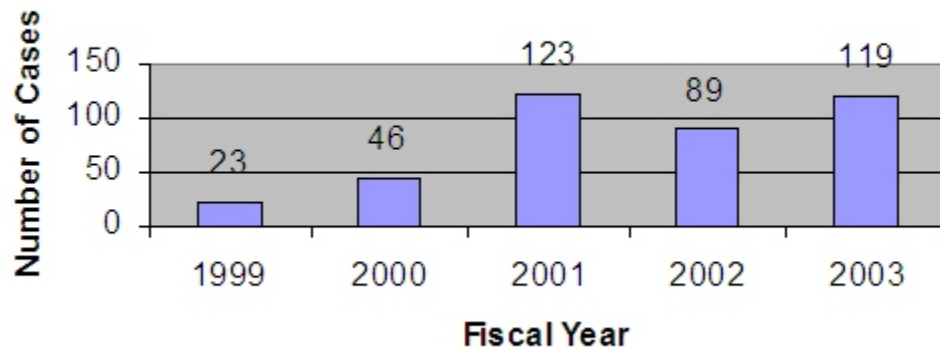
FY	1999	2000	2001	2002	2003
Number of Cases	246	313	364	345	395

### Total of Electronic Monitoring Ordered



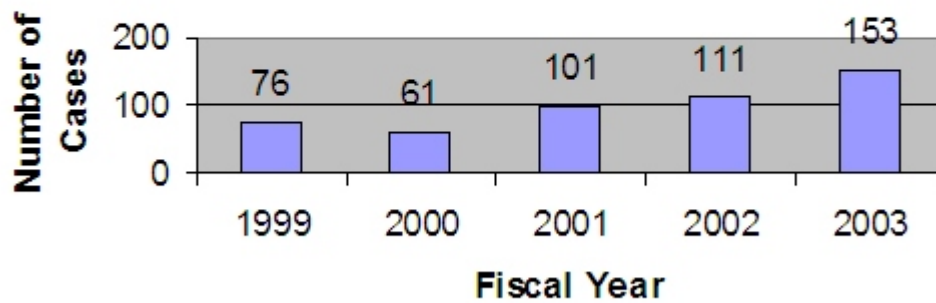
FY	1999	2000	2001	2002	2003
Number of Cases	98	95	154	231	313

### Total of Home Confinements Ordered



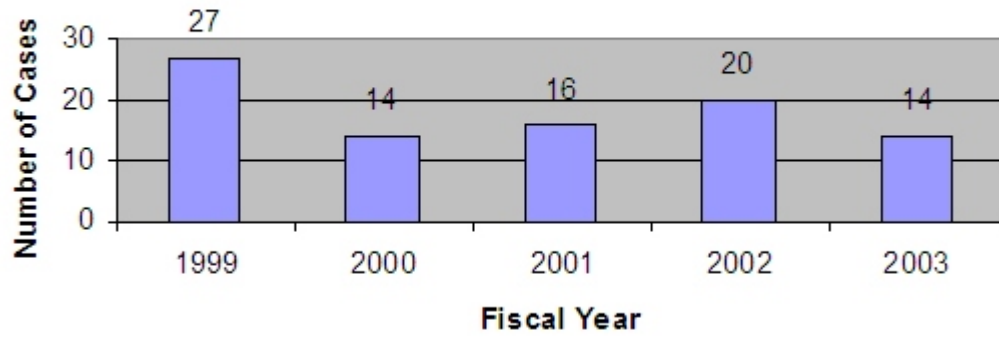
FY	1999	2000	2001	2002	2003
Number of Cases	23	46	123	89	119

### Total of Mental Health Treatments Ordered



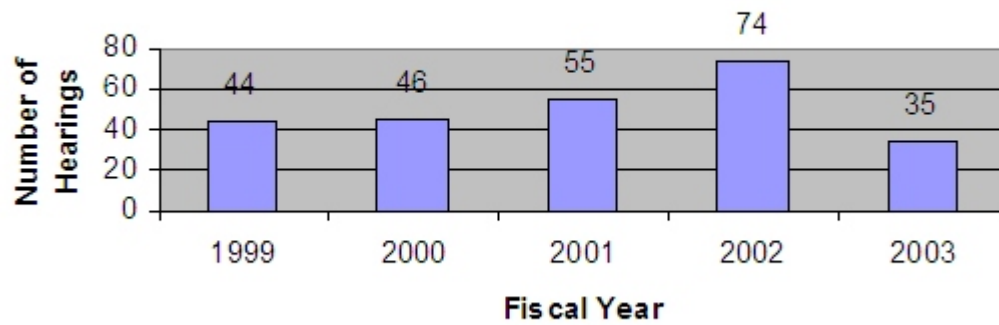
FY	1999	2000	2001	2002	2003
Number of Cases	76	61	101	111	153

### Total of Fugitive Caseload



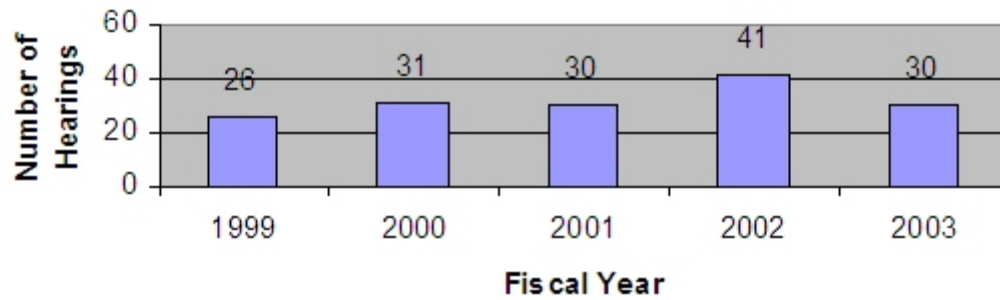
FY	1999	2000	2001	2002	2003
Number of Cases	27	14	16	20	14

### Violation Hearings Held



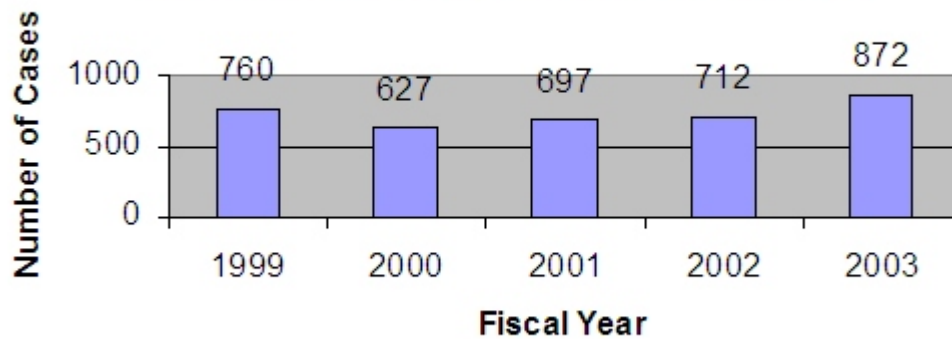
FY	1999	2000	2001	2002	2003
Number of Cases	44	46	55	74	35

### Remanded After Violation Hearings



FY	1999	2000	2001	2002	2003
Number of Cases	26	31	30	41	30

### Total of Urine Surveillances Ordered



FY	1999	2000	2001	2002	2003
Number of Cases	760	627	697	712	872